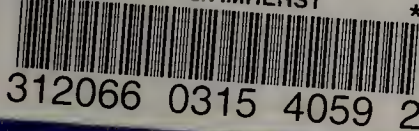


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The Commonwealth of Massachusetts
Department of Public Utilities



Forty-eighth Annual Report
for the
fiscal year ending
June 30, 1971

November 17, 1971.

To the Honorable Senate and House of Representatives:

We respectfully submit the Forty-eighth Annual Report of the Department of Public Utilities for the fiscal year ended June 30, 1971.

During the fiscal year William I. Cowin (Republican) of Newton served as Chairman of the Commission through designation by the Governor of the Commonwealth. Other members of the Commission holding office during the year were: Helen P. Ross (Republican) of Melrose, Robert M. Santaniello (Republican) of Springfield, Edward G. Seferian (Democrat) of Watertown, Rudolph A. Sacco (Republican) of Pittsfield, Herbert E. Tucker, Jr., (Democrat) of Wellesley and Irving E. Kane (Democrat) of Lynn.

RETURNS

The number of corporations, private firms and municipal corporations, persons or associations under the jurisdiction of the Department who are required to file annual returns for the calendar year ended December 30, 1970 with the Accounting Division are listed as follows:

Railroads	15	Manufacturing Companies	
Street Railways	7	doing an electric business	1
Telephone Companies	7	Water Companies	63
Telegraph Companies	1	Motor Bus Carriers	86
Express Companies	1	Municipal Lighting Plants	40
Gas Companies	26	Voluntary Associations	10
Electric Companies	15	Affiliates of Gas & Electric Companies	13

Quarterly financial and statistical reports were required from 42 transportation companies which include railroad, street railway and motor bus companies.

The foregoing returns were analyzed and checked by the Accounting Division for compliance with the rules and regulations of the Department and/or the Uniform Systems of Accounts and were amended, when necessary, after conferences with officers of the reporting utilities or where possible by correspondence.

In addition to the foregoing, there were within the jurisdiction of the Department 7404 irregular route common carriers, 522 regular route common carriers, 8019 interstate carriers, 372 contract carriers and 92 agricultural carriers of property by motor vehicle for hire within the Commonwealth. There were also 10 holders of transportation broker's licenses.

During the fiscal year, the Commission and employees authorized and designated by the Commission held 421 formal hearings, and the Commission held numerous conferences with representatives of the various utilities under its jurisdiction.

A statistical outline of the work of the Department is as follows:

Petitions and Applications

Railroads.....	163	Steamship.....	0
Street Railways	32	Sale of Securities..	64
Gas and Electric.....	186	Miscellaneous.....	12
Water.....	15	Airlines.....	0
Motor Bus.....	231	Rates and Tariffs...	8943
Motor Truck.....	1362		
Telephone & Telegraph..	8	Total....	11,016

Complaints

Railroads.....	100	Motor Truck.....	1648
Street Railways.....	29	Telephone & Telegraph.	3893
Gas.....	805	Sale of Securities...	13
Electric.....	1215	Rates and Tariffs....	19
Water.....	17		
Motor Bus.....	147	Total...	7886

Rate Schedules

Railroads (Freight & Passenger)	953	Telephone	54	
Gas and Electric.....	488	Telegraph	4	69
Street Railways & Motor Buses.	79	Miscellaneous		
Water	7	Railway		
Aircraft (Freight & Passenger)	3	Express	11	
		Motor Truck		
		(Examined & Accepted)		3908
		(Examined & Rejected)		479
		Annual Motor Carrier of		
		Property Reports		2933
		Total		8919

The receipts of the Department of Public Utilities for the fiscal year from July 1, 1970 to June 30, 1971 are given below:

ADMINISTRATION DIVISION

Meter Inspection Fees	91,070.09	
Filing of Certain Documents (Administration, Rates, Accounting, Railway & Bus)	70,670.60	
Sale of Forms	177.55	
Bus Drivers' Examinations	5,943.00	
Bus Permits	16,092.00	
Bus Drivers' Licenses	19,421.50	
Bus Inspections	3,835.00	
Miscellaneous	<u>51.16</u>	
TOTAL		207,260.90

COMMERCIAL MOTOR VEHICLE DIVISION

Licenses and Permits Truck Brokers	10.00	
Copies of Documents	690.25	
Motor Carrier Stock Acquisition	300.00	
Certificates, Permits, Licenses (and transfers of same)	12,688.00	
Plate Fees (and transfers of same)	370,518.00	
Duplicate Plates and Plate Certificates	736.50	
Postage	26,192.51	
Miscellaneous	<u>24.26</u>	
TOTAL		411,159.52

SECURITIES DIVISION

Fees (Notice of Intentions and Petitions)	27,537.00	
Brokers' and Salesmen's Licenses	214,860.00	
Miscellaneous	<u>8.07</u>	
TOTAL		242,405.07
Rentals (Cambridge Subway)	.00	<u>.00</u>
TOTAL DEPARTMENTAL INCOME FOR 1971 FISCAL YEAR		<u>860,825.49</u>

CAPITAL STOCK AND BONDS

Seventeen applications for the approval of the issue and sale of stock, bonds or notes by gas, water and electric companies were processed and approved during the period from July 1, 1970 to June 30, 1971. The par value of the stock requested totalled \$73,323,740 and the total proceeds at the issue price amounted to \$81,505,751. Long-term debt consisting of bonds or notes amounted to \$131,701,000.

The following table shows the securities approved for the several companies including both the par value of the stock and the issue price thereof as required by law:

	<u>Capital Stock Approved</u>			<u>Bonds-Notes</u>	<u>Date</u>
	Amount at Par	Issue Price	Proceeds at Issue Price		
Massachusetts Electric Co.	\$10,000,000(P)	\$100.03	\$10,003,000	\$20,000,000(B)	9/29/70
Haverhill Gas Co.				2,000,000(B)	10/15/70
New Bedford Gas & Edison Light Co.	3,333,325	67.50	8,999,991		10/15/70
New England Power Co.	2,857,140	35.00	4,999,995		11/9/70
New England Power Co.	15,000,000 (P)	100.38	15,057,300	20,000,000(B)	11/9/70
Boston Edison Co.	40,000,000 (P)	100.00	40,000,000		11/24/70
Lowell Gas Co.				1,376,000(B)	12/2/70
Lowell Gas Co.				3,000,000(B)	12/21/70
Brockton Taunton Gas Co.	1,858,275	29.20	2,170,465	5,000,000 (N)	3/24/71
Wannacomet Water Co.				450,000(B)	6/3/71
Grafton Water Co.				75,000(B)	5/19/71
Oxford Water Co.				50,000(B)	5/19/71
Massachusetts Water Works Co.				50,000(B)	5/19/71
Boston Edison Co.				75,000,000(B)	4/26/71
Buzzards Bay Gas Co.				1,500,000(B)	5/12/71
Nantucket Gas and Electric Co.	275,000	25.00	275,000		5/27/71
Fall River Gas Co.				3,200,000(B)	6/23/71

LEGISLATIVE RECOMMENDATIONS

Recommendations for legislation filed by the Department for consideration of the 1971 session of the General Court were as follows:

1. AN ACT FURTHER REGULATING THE DISTANCE BETWEEN SETS OF TRACKS, STRUCTURES OR OBSTRUCTIONS: EXEMPTIONS.

The attached amendment to section 134A of chapter 160 of the General Laws adds to the first paragraph provision for additional spacing between parallel tracks where there is track curvature. Also to include in the second paragraph additional spacing from track centers to side construction items such as bridge piers, bents or abutments, where there is track curvature.

THIS LEGISLATIVE RECOMMENDATION WAS PASSED BY BOTH BRANCHES OF THE GENERAL COURT AND WAS SIGNED INTO LAW AS CHAPTER 205 OF THE ACTS OF 1971.

2. AN ACT RELATIVE TO PROTECTION AT GRADE CROSSINGS.

The purpose of this proposed amendment to section 147 of Chapter 160 of the General Laws is to eliminate the provision which excludes these communities in the so-called Massachusetts Bay Transportation Authority Area from bearing any part of the cost of installing grade crossing protection within their confines. We do not believe that these municipalities should be afforded any benefits or concessions which are not afforded to other municipalities who may be required to pay their just and equitable share of any such grade crossing protection.

THIS LEGISLATIVE RECOMMENDATION FAILED OF PASSAGE AT THE 1971 SESSION OF THE GENERAL COURT.

3. AN ACT AMENDING THE LAW RELATIVE TO THE ISSUANCE OF DRIVERS' LICENSES UNDER CHAPTER ONE-HUNDRED AND FIFTY-NINE A OF THE GENERAL LAWS.

During the 1970 session of the General Court, legislation was enacted into law setting a maximum age limit of 70 years for persons filing applications for licenses to operate school buses in the Commonwealth which come within the jurisdiction of the Registry of Motor Vehicles under chapter 90 of the General Laws. The Department of Public Utilities issues drivers' licenses for the operation of certain school buses within its jurisdiction under the provisions of chapter 159A of the General Laws, but there is no maximum age limit for those who may apply for such a license.

This Department and the Registry of Motor Vehicles have always closely cooperated with each other in the enforcement of various safety laws and regulations, and we believe that in this instance the lives and safety of the traveling public would be more zealously protected if the laws and rules and regulations of the Department were amended to set a maximum age limit for all drivers of motor vehicles for the carriage of passengers for hire under its jurisdiction.

The Department of Public Utilities not only licenses certain types of school bus drivers but also the drivers of all other motor vehicles engaged in the transportation of passengers for hire, including common carriers, charter carriers and those engaged in special service operations. We believe it would be unwise to recommend that school bus drivers be prohibited from operating school buses after reaching the age of seventy years and to allow others beyond that age to continue to operate other types of vehicles referred to hereinbefore. For this reason the Department recommends passage of the attached legislation which would set an age limit of 70 years for all drivers of motor vehicles engaged in the transportation of passengers for hire within the jurisdiction of the Department under chapter 159A of the General Laws.

THIS LEGISLATIVE RECOMMENDATION WAS NOT ONLY PASSED BY BOTH BRANCHES OF THE GENERAL COURT BUT WAS AMENDED TO REDUCE THE MINIMUM AGE FOR APPLICANTS FOR SUCH LICENSES FROM 21 YEARS OF AGE TO 18 YEARS OF AGE. THE LEGISLATION, AS AMENDED, WAS THEN SIGNED INTO LAW AS CHAPTER 540 OF THE ACTS OF 1971.

4. AN ACT ELIMINATING THE RECIPROCITY AGREEMENT WITH OTHER STATES IN THE MATTER OF CARRIER PLATE FEES.

Chapter 159B of the General Laws presently provides reciprocity with other states in the matter of various carrier plate fees.

Recently New Hampshire and Rhode Island eliminated reciprocity with other states, which means that Massachusetts now is the only New England state affording such reciprocity.

The elimination of such reciprocity will provide additional revenues to the Department of approximately \$340,000 based on the figures for the year 1969. With the increased cost of the aluminum plates now in use and other increased costs, such additional revenue acquisition will help to defray these expenses.

THIS LEGISLATIVE RECOMMENDATION FAILED OF PASSAGE AT THE 1971 SESSION OF THE GENERAL COURT.

5. AN ACT AMENDING THE LAW RELATING TO THE REGISTRATION OF CERTAIN MOTOR VEHICLES.

Under existing law there appears to be considerable confusion as to the methods under which a motor carrier under chapter 159B of the General Laws is provided with evidence of insurance coverage in order to satisfy the requirements of the compulsory automobile insurance law. In practically all cases it has been the practice of insurance companies to provide evidence of insurance directly to the carrier thereby allowing him to go directly to the Registry of Motor Vehicles and register his vehicles. However, insurance companies also file with the Department a certificate of coverage, and this in turn makes it necessary for the Department to send a certificate of coverage to the Registry. We believe this to be a

duplication of effort and that the proposed legislation would correct this duplication.

THIS LEGISLATIVE RECOMMENDATION WAS REJECTED BY BOTH BRANCHES OF THE GENERAL COURT.

6. AN ACT TO AMEND THE REGULATION OF THE STORAGE, TRANSPORTATION AND DISTRIBUTION OF GAS.

The recently formed Federal Department of Transportation was granted authority over the safety of all interstate and intrastate gas-pipe lines and subsequent to that the agency had adopted all of the individual state codes as their interim regulation pending the completion of a Natural Safety Code, probably in the mid-1970's. At the same time inspection and enforcement of these codes was left to those states certifying that they were able and willing to do this work. This Department agreed and signed all of the necessary documents and papers. A specific requirement of any federal code is the inclusion of a financial penalty, of substantial size, for failure to comply with any of the provisions of their code. Most state laws do not provide this authority, including Massachusetts, thus legislation for approval is necessary before effective inclusion in any regulation issued by this Department.

Failure to enact the legislation herein proposed at the current session of the General Court could result in the loss of federal funds to be awarded the Department for acting as their agent. Further, it might also endanger the continuance of this Department acting as agent for the Department of Transportation.

THIS LEGISLATIVE RECOMMENDATION WAS SENT TO A STUDY BY THE HOUSE OF REPRESENTATIVES, BUT THE STUDY ORDER WAS REJECTED BY THE SENATE.

7. AN ACT AUTHORIZING THE DEPARTMENT OF PUBLIC UTILITIES TO ESTABLISH CERTAIN RULES AND REGULATIONS.

At the present time there is no provision in chapter 165 of the General Laws giving the Department authority to establish rules and regulations governing water companies under its jurisdiction, and the proposed legislation would amend section 2 of said chapter so as to give the Department the necessary authorization to make such rules and regulations.

BOTH BRANCHES OF THE GENERAL COURT PASSED THIS LEGISLATIVE RECOMMENDATION AND IT WAS SIGNED INTO LAW AS CHAPTER 243 OF THE ACTS OF 1971.

8. AN ACT AMENDING THE LAW RELATIVE TO REGULATIONS FOR PREVENTING OR RETARDING THE ESCAPE OF GAS IN CASE OF FIRE.

The principal reason for the 1932 statute was to prevent escape

of gas into a burning building from a fire damaged meter. Due to recent changes in meter design, meters are now available that correct gas volumes for temperature changes and meters may be installed outside buildings with no variance in their accuracy.

THIS LEGISLATIVE RECOMMENDATION WAS ACTED UPON FAVORABLY BY BOTH BRANCHES OF THE GENERAL COURT AND BECAME CHAPTER 274 OF THE ACTS OF 1971.

9. AN ACT AMENDING THE LAW RELATIVE TO THE DISCONTINUANCE OF GAS OR ELECTRIC SERVICE BY A PUBLIC UTILITY.

Section 124B of chapter 164 of the General Laws should be included in section 124 as a correction of a procedural matter.

THIS RECOMMENDED LEGISLATION WAS NOT ONLY PASSED BY BOTH BRANCHES OF THE GENERAL COURT BUT WAS AMENDED TO INCLUDE SECTION 124C (See 767 below) AND WAS SIGNED INTO LAW AS CHAPTER 824 OF THE ACTS OF 1971.

10. AN ACT FURTHER REGULATING THE DISCONTINUANCE OF SERVICE BY A GAS OR ELECTRIC UTILITY.

Adoption of this statute is being requested for the protection of patients in nursing homes, etc. Recently a gas company shut off gas service to a nursing home with no provisions for adequate care of the patients, and it was necessary for this Department to have the service immediately restored. This legislation would add a new section (Section 124C) to Chapter 164 of the General Laws.

THIS LEGISLATIVE RECOMMENDATION WAS PASSED BY THE SENATE AND HOUSE OF REPRESENTATIVES AND WAS SIGNED INTO LAW AS CHAPTER 767 OF THE ACTS OF 1971.

11. AN ACT FURTHER AMENDING THE LAW RELATIVE TO THE DISCONTINUANCE OF GAS OR ELECTRIC SERVICE BY A PUBLIC UTILITIES.

Section 124 of chapter 164 of the General Laws, as most recently amended, is further amended to include section 124C.

THIS LEGISLATIVE RECOMMENDATION WAS REJECTED BY THE GENERAL COURT INASMUCH AS A NEW SECTION (Section 124C) WAS INCLUDED IN CHAPTER 824 OF THE ACTS OF 1971 (See above).

NEW LEGISLATION ENACTED

CHAPTER 303 OF THE ACTS OF 1971 - AN ACT INCREASING THE
PENALTY FOR THE OBSTRUCTION OF PUBLIC WAYS BY RAILROADS.

This legislation amended existing law by increasing the penalty on railroad corporations for "wilfully" obstructing, using or occupying a public way with its cars or engines for more than five minutes at one time. Previously railroad corporations violating the provisions of Section 151 of Chapter 160 of the General Laws were subject to a forfeiture of \$100 for such violations. The newly enacted legislation now provides for forfeitures of not less than \$200 nor more than \$500 for violations.

CHAPTER 452 OF THE ACTS OF 1971 - AN ACT INCREASING THE
ANNUAL RATE OF INTEREST PAID TO CONSUMERS ON CERTAIN ADVANCE
SECURITY DEPOSITS FOR GAS AND ELECTRICITY FURNISHED.

Under the existing provisions of Section 58A of Chapter 164 of the General Laws municipal lighting plants are allowed to require advance deposits from customers and if such deposit is retained for a longer period than six months, interest at the rate of four per cent per annum shall be paid to the customer or credited to his account. The new legislation increases the rate of interest from four to six per cent per annum.

CHAPTER 485 OF THE ACTS OF 1971 - AN ACT FURTHER REGULATING
NOTICE OF DECISIONS, ORDERS OR RULINGS OF THE DEPARTMENT OF
PUBLIC UTILITIES AND APPEALS THEREFROM.

At the present time Section 5 of Chapter 25 of the General Laws provides that a Petition for Appeal from any final decision, order or ruling of the Commission must be filed with the Secretary of the Commission within twenty days after the date of the decision, order or ruling of the Commission. The new legislation amends this section by providing that such Petition for Appeal shall be filed within twenty days after the date of service of such decision, order or ruling.

CHAPTER 637 OF THE ACTS OF 1971 - AN ACT CHANGING THE DESIGNATION OF "METROPOLITAN DISTRICT TRANSIT BONDS" TO "BOSTON METROPOLITAN DISTRICT BONDS" AND ELIMINATING THE REQUIREMENT FOR APPROVAL BY THE DEPARTMENT OF PUBLIC UTILITIES OF THE MATURITIES AND INTEREST RATES OF SAID BONDS.

Since 1929 the Department of Public Utilities has been required

by law to approve the maturities and rates of interest of bonds issued by the Boston Metropolitan Transit District. The newly enacted legislation amends Section 10 of Chapter 383 of the Acts of 1929 by providing that "such bonds shall be designated on their face "Boston Metropolitan District Bonds" and shall be for such terms not exceeding sixty years and shall bear interest at such rates as said Trustees shall from time to time determine.

CHAPTER 724 OF THE ACTS OF 1971 - AN ACT PROVIDING THAT A
RAILROAD MAY BE REQUIRED TO ERECT A FENCE ALONG ITS RAILROAD
TRACKS.

This legislation amends the provisions of Section 93 of Chapter 160 of the General Laws by giving officials of cities and towns of the Commonwealth a voice in the matter of requiring railroads to erect fences along their tracks.

In 1969 the Department of Public Utilities was directed by the General Court to make an investigation and study of this subject matter and as a result the Department filed a report and a draft of proposed legislation which provided that if a mayor of a city or the selectmen of a town were of the opinion that the public safety required the erection of a fence along the tracks of a railroad they could apply to the Department for such relief. If the Department, after notice and a public hearing, was of the opinion that the erection of a fence along such tracks was necessary for the safety of the public it would prescribe the manner and limits within which such work was to be done and certify and transmit its decision to the railroad corporation and to all parties of interest.

The legislation was rejected by the 1970 session of the General Court, but was filed again at the 1971 session and was enacted into law as Chapter 724 of the Acts of 1971.

INVESTIGATION

On February 20, 1971 approximately 300,000 electric utility customers on Cape Cod and southeastern Massachusetts were hit by a massive power failure causing a "blackout" which in some instances lasted as long as four hours before repair crews were able to restore electric service to normal.

As a result of this power failure, the Department ordered an immediate investigation to determine the causes, extent and effects of the power breakdown on this large section of the Commonwealth. Preliminary investigation indicated that the power failure was due to faulty relay operation which tripped out the Pawtucket-Attleboro 115 kilovolt transmission line and resulted in an overloading of other transmission and these were then tripped out by the operation of automatic overload relays.

Upon completion of its preliminary investigation, the Department then conducted a public hearing at the City of New Bedford on March 12, 1971 at which numerous representatives of the electric companies affected, public officials and the general public appeared and testified.

At the preparation of this report the matter is pending before Department for final disposition.

ACCOUNTING DIVISION

Schedules of additions, betterments and retirements to plant and property of the following companies, as filed annually under D.P.U. 4980, were checked by field audits and the associated property was inspected during the fiscal year.

Athol Gas Company
Boston Edison Company
Brockton Edison Company
Brockton Taunton Gas Company
Buzzards Bay Gas Company
Cambridge Gas Company
Cape and Vineyard Electric Company
Central Massachusetts Gas Company
Fall River Gas Company
Lawrence Gas Company
Lynn Gas Company
Mystic Valley Gas Company
New Bedford Gas and Edison Light Company
New England Power Company
North Shore Gas Company
Northampton Gas Company
Norwood Gas Company
Wachusett Gas Company
Worcester Gas Light Company

The following municipal lighting plant properties were inspected and schedules of proposed expenditures examined in connection with requests by the respective plants for approval by the Department of increased depreciation allowances for depreciation of plant and property, in accordance with Section 57 of Chapter 164 of the General Laws.

Ashburnham	Middleton
Boylston	Paxton
Braintree	Peabody
Concord	Princeton
Hingham	Reading
Holden	Wakefield
Hudson	Wellesley
Littleton	West Boylston
Mansfield	Westfield

Approval to determine original cost value of Middleboro's electric facilities in the Town of Lakeville was a joint enterprise between the Engineering and Accounting Divisions.

The following is a list of the municipal lighting plants with their percentage of earnings which, from the returns filed in 1971 for the calendar year ending December 31, 1970 appear to have violated the provisions of the statutes which state that no municipal lighting plant shall charge rates which result in earnings in excess of 8 per cent of the Cost of Plant in Service per annum.

Danvers	8.22%
Georgetown	9.45%
Groveland	13.89%
Holden	10.12%
Hull	11.75%
Merrimac	11.57%
Templeton	8.15%
West Boylston	8.97%

DIVISION OF RAILWAY AND BUS UTILITIES

RAILROAD AND STREET RAILWAYS

During the fiscal year the Division of Railway and Bus Utilities made 8117 inspections of rolling stock, including passenger and freight cars, street railway cars and trackless trolley coaches, 485 inspections of railroad and street railway bridges, 458 inspections of railroad and street railway stations, 480 inspections of railroad and street railway automatic and interlocking signals, 97 inspections of Remote Control C.T.C. and interlocking stations and 75 automatic train stops. In addition, switches, derails, foot blocking, bridge guards, crossings and crossing signs were inspected and defective conditions were called to the attention of the proper officials of the companies and corrections were made.

The Division investigated 138 accidents and 62 delays in service on railroads, 50 accidents and 9 delays in service on street railways. There were 100 complaints relative to railroad operations and 29 complaints on street railways investigated and adjusted. There were 156 studies and investigations pertaining to railroads and 54 on street railways. The Division held 31 public hearings pertaining to railroads and 0 on street railways, and issued 10 orders affecting railroads.

MOTOR BUS TRANSPORTATION

At the close of the fiscal year there were 216 persons, associations or corporations, including street railway corporations, operating within the Commonwealth of Massachusetts for the carriage of passengers for hire, as follows:

Common Carrier Only	24
Charter Only	68
Common & Charter	79
School Bus Operations	<u>45</u>
Total	216

This represents a total of 103 carriers operating under certificates of public convenience and necessity as common carriers and 147 operating under charter licenses, also 45 carriers other than our regular carriers operating under School Service Permits issued by the Department.

During the course of the fiscal year the Department handled 401 applications for School Service and Special Service Permits; denying 1 such application.

There were 4,731 Bus Permits issued (including duplicates) and 11,052 Bus Drivers' Licenses (including duplicates) for which fees aggregating \$35,645 were received.

The Division made 8,837 inspections of buses, 710 inspections of bridges over which buses are operated in regular route operations and 22 inspections over routes for new certificates of operation. There were 147 complaints relative to buses investigated and adjusted, and 38 accidents investigated pertaining to bus operations. There were 1,961 drivers examined for bus drivers licenses. The Division conducted 105 public hearings pertaining to bus operation and issued 90 orders relating to bus operation, 25 certificates of public convenience and necessity, 10 new charter licenses and 25 temporary licenses. There were 96 special studies and investigations made regarding transportation in various parts of the Commonwealth, and the Department participated in a number of Interstate Commerce Commission Joint Board hearings relating to bus operation.

Bus Permits Issued (including duplicates)	4,731
Fees Received for Permits (including duplicates)	\$16,205.00
Bus Drivers' Licenses Issued (including duplicates)	11,052
Fees Received for Bus Drivers Licenses (including duplicates)	\$19,440.00
School and Special Service Permits Issued	401
Fees Received for School and Special Service Permits	\$1,368.00
Bus Inspections	8,837
Fees Received for Bus Inspections	\$3,835.00
Drivers Examined for Licenses	1,961
Fees Received for Bus Drivers' Examinations	\$5,945.00
Bus Accidents Investigated	38
Bus Delays in Service Investigated	70
Bus Complaints Investigated	147
Investigations of Bridges on Routes over Which Buses are operated	710
Inspection of New Bus Routes	22
Special Investigations and Studies on Buses	96
Investigated Bus Operating Violations	122

In addition, the Division made investigations relative to transportation problems arising during inclement weather during the winter months.

With a view to providing a greater degree of safety to the riding public of the Commonwealth, the personnel of the Division of Railway and Bus Utilities devoted considerable time and effort in revising and up-dating the Rules and Regulations of the Department governing the operation of motor vehicles for the carriage of passengers for hire.

Many of the Department's Rules and Regulations were adopted years ago and since have become antiquated and obsolete due in large part to the construction of modern high-speed highways and turnpikes and the numerous engineering advancements in the manufacture and construction of motor buses. Many of today's modern buses are of the Diesel engine type and were unheard of at the time the present Rules and Regulations were promulgated and adopted nearly half a century ago.

Representatives of the bus industry and transportation companies have worked with the Department in the preparation of the new proposed Rules and Regulations and it is anticipated that their adoption in the very near future will be a progressive step forward in advancing the promotion of highway safety in the Commonwealth.

RAILROAD AND STREET RAILWAYS

Inspections of Rolling Stock, including R.D.C's.	8,117
Trackless Trolley and Street Railway Cars	
Inspections of Railroad and Street Railway Stations	458
Inspections of Railroad and Street Railway Bridges	485
Inspections of Railroad and Street Railway Automatic and Interlocking Signals	480
Inspections of Interlocking, C.T.C. and Remote Control Systems	97
Inspections of Automatic Train Stops	75
Accidents Investigated on Railroads	138
Accidents Investigated on Street Railways	50
Delays in Service Investigated on Railroads	62
Delays in Service Investigated on Street Railways	9
Complaints Investigated on Railroads re Operation	100
Inspected Grade Crossings	2,386
Bells Inspected at Railroad Grade Crossings	1,003
Gates Inspected on Railroads	589
Lights Inspected at Grade Crossings on Railroads	1,500
Complaints Investigated on Street Railways re Operation	29

The Division conducted its annual inspection of the main lines and branch lines of the railroads operating within the Commonwealth, which consisted of 1,480 miles of track. The inspection included the condition of the track, ties and road bed, 1,105 grade crossings, the condition and location of crossing warning signs (S. 140, C. 160, S. 142, C. 160, General Laws) and of the crossing surface (S. 103, C. 160, General Laws), and 643 railroad bridges.

Although no unsafe conditions were found, several instances of undesirable conditions at some locations made it imperative that immediate corrections be effected. All other noted defects were discussed on the ground with comparable, responsible railroad personnel, and definite maintenance programming established.

COMMERCIAL MOTOR VEHICLE DIVISION

At the close of the fiscal year, the Division exercised supervision over 7404 irregular route common carriers, 522 regular route common carriers, 8019 interstate carriers, 372 contract carriers and 92 agricultural carriers of property by motor vehicle for hire within the Commonwealth. There were also 10 holders of transportation broker's licenses. The Division issued 127,270 distinguishing plates to registered carriers and received in fees from all sources a total of \$414,211.76.

During the period covered by this report, a total of 1238 public hearings were conducted by the Commercial Motor Vehicle Division of which 818 represented hearings held on new applications or amendments to existing certificate and permits and 420 requests for approval of stock acquisitions and transfers of existing operating authorities.

A total of 1648 complaint hearings were conducted during this period and included 95 hearings on carriers delinquent in filing annual financial report (D.P.U. 13773), and 1553 hearings for failure to render service as a common, contract or interstate carrier within the period of time specified by statute. Investigators of the Division conducted 343 road and cargo checks in all sections of the Commonwealth. Employees of this Division served on or presided at 4 Joint Hearings in conjunction with the Interstate Commerce Commission.

A total of 425 irregular route common carrier certificates, 25 contract carrier permits and 486 interstate licenses were issued from July 1, 1970 to June 30, 1971. The Division processed 14 formal court cases and prepared written reports on 201 formal investigations.

During this same period, after individual hearings, the Division revoked the irregular route common carrier certificates of 97 carriers. This action followed evidence that such carriers had either failed to render service for a period in excess of ninety (90) days or had failed to file annual financial reports as required by Department order. The Division also revoked 694 interstate licenses for failure to render service as an interstate carrier over ways of the Commonwealth for a period of one (1) year. In nearly all cases the carrier failed to appear at the scheduled hearing and neglected after notice to supply the Department with any valid reason for non-appearance.

Reciprocal arrangements with 24 other states and the District of Columbia were continued in effect. The progressive growth in the work load of the Division is readily seen from comparative statistics over the past five (5) year period.

	<u>1967</u>	<u>1968</u>	<u>1969</u>	<u>1970</u>	<u>1971</u>
<u>Total Income</u>	\$336,221	\$332,585	\$362,544	\$411,429	\$414,211
<u>Number of Plates Issued</u>	103,058	105,942	109,904	125,197	127,270

During this fiscal period, studies and investigations were conducted, data and reports prepared on the following matters;

(a) In accordance with the provisions of Federal Public Law 89-170, studies were continued and finally concluded as to the form and design to be used by interstate carriers of property in 1972 in place of the former metal identification plate. A decal showing the geographic outline of Massachusetts with the current calendar year indicated thereon was finally designed and steps taken to have 100,000 such decals printed and placed in use by January 1, 1972. In connection with this change in method of identification and registration of interstate carriers, a new form of application was drafted, and 80,000 such applications have been ordered and placed in effect.

(b) The Division has been scheduling approximately twenty-five (25) hearings each day for the purpose of determining which interstate licenses granted to interstate carriers of property are or have been inactive, insofar as Massachusetts operations are concerned. These proceedings have been conducted and are continuing under the provisions of Chapter 43 of the Acts of 1967. It is anticipated that 2000 such hearings will be scheduled and held in the foreseeable future. This program has enabled the Division to more readily conform to the requirements of Federal Public Law 89-170 and to place the interstate carrier records of the Division on a more current basis.

(c) Extensive studies and investigations are being conducted with respect to various aspects of dump truck operations within the Commonwealth. In this connection specific attention has been given to the operations of dump trucks in transporting fill and other dump truck commodities to the Logan International Airport. Particular attention has been given to the question of overloading, required coverage of loads, and condition of equipment. Twenty (20) public hearings have been held on these issues and penalties assessed on the carriers where violations were found to exist.

Investigators of the Division have worked in conjunction with the Registry of Motor Vehicles and State Police.

Serious attention and consideration has been given to the advisability of recommending certain legislative changes in order to exempt dump truck operations from economic regulation in the future and to return to the status of such operation as it was prior to the passage of Chapter 483 of the Acts of 1938.

(d) At the request of the Federal Department of Transportation (D.O.T.) studies are being made and meetings held as to the advisability of a closer tie-in with this Federal Agency particularly as their rules and regulations relate to the safe conditions of equipment and a possible adoption by the Department of the present Federal standards of safety.

(e) Studies have been made, meetings attended, and reports written on the future position of this Division and its functions under the newly established cabinet type of reorganization in the Commonwealth. Members of the Division have attended and addressed meetings of carriers and shippers on this topic.

DIVISION OF INVESTIGATION OF SECURITIES

The Division of Investigation of Securities is a Division under the supervision of the Commission supervising and controlling the Department of Public Utilities.

The purpose of the Division is to administer Chapter 110A of the General Laws, as amended, known as the Sale of Securities Act. This Chapter was enacted August 26, 1921, for the purpose of controlling the sale of securities, to register persons selling the same, and to prevent the fraudulent promotion and sale of fraudulent securities.

The fee for original and renewal registration is \$100 in the case of a broker and \$10 in the case of a salesman; also, a fee of \$10 is required for recording the transfer of a registered salesman from the employ of one broker to another broker. The fee for the filing of a Notice of Intention to Offer For Sale is \$25 and the fee for filing of a petition requiring the approval of the Commission is \$10. Based on these fees, the income for the Division for the fiscal year amounted to \$242,392.

The following Comparative Schedule shows the income and expense of the Division for five fiscal years ended June 30:

<u>INCOME</u>	<u>1967</u>	<u>1968</u>	<u>1969</u>	<u>1970</u>	<u>1971</u>
Broker's Registration Fees	\$ 71,800	\$ 82,800	\$ 98,900	\$115,900	\$101,000
Salesmen's Registration Fees	57,180	68,150	99,150	104,100	98,980
Salesmen's Transfer Fees	4,110	4,040	6,430	11,190	15,250
Filing Fee to Qualify Securities	12,200	22,650	45,575	42,750	26,500
Filing fee for Petitions	220	460	270	540	610
Miscellaneous	-	-	-	36	52
<u>Total Income</u>	<u>\$145,510</u>	<u>\$178,100</u>	<u>\$250,325</u>	<u>\$274,516</u>	<u>\$242,392</u>
 <u>EXPENSE</u>					
Personal Services	\$ 61,547	\$ 66,746	\$ 66,109	\$ 82,667	\$ 84,495
Administration	3,880	4,424	5,872	5,275	6,537
<u>Total Expense</u>	<u>\$ 65,427</u>	<u>\$ 71,170</u>	<u>\$ 71,981</u>	<u>\$ 87,942</u>	<u>\$ 91,032</u>
 <u>EXCESS OF INCOME OVER EXPENSE</u> <u>(Reverts to General Fund)</u>	 <u>\$ 80,083</u>	 <u>\$106,930</u>	 <u>\$178,344</u>	 <u>\$186,574</u>	 <u>\$151,360</u>

REGISTRATION ACTIVITIES

All brokers and salesmen engaged in the business of selling securities in this Commonwealth must be registered and renewed annually with this Division. During the fiscal year ended June 30, 1970, 1,010 brokers and 9,898 salesmen were registered or renewed, also 1,525 transfer registrations were issued for salesmen transferring from the employ of one broker to another broker.

Applicants for registration as brokers or salesmen, pursuant to Section 10 of the Chapter, were required to file information statements signed under oath showing their past occupations, criminal records, if any, letters of reference, etc. All applicants for registration as brokers were given an oral examination and a personal interview in order to demonstrate their qualifications for engaging in the securities business. All applicants for registration as securities salesmen were required to take a written examination to test their knowledge of the Massachusetts Sale of Securities Act. This examination is administered every Tuesday at the N.A.S.D. Testing Center, Northeastern University, Boston, Massachusetts, and, upon request, at other

N.A.S.D. Testing Centers throughout the country. All applicants are investigated through the Board of Probation to determine whether or not they have any criminal record.

Brokers conducting a general security business were required to file annual statements showing their financial condition. These statements are kept in a separate file and in accordance with Section 12 of the Chapter are not open to public inspection.

QUALIFICATION OF SECURITIES

As required by Section 5 of the Securities Act, a Notice Of Intention To Offer For Sale, together with certain other relevant information, must first be filed with the Commission before a security may be offered for sale in this Commonwealth. However, certain exemptions to this filing have been provided for in Sections 3 and 4 of the Securities Act. During the fiscal year 1,060 Notices of Intention were filed. In dollar amount these Notices represented millions of dollars invested in various types of security issues by the investing public of this Commonwealth.

Section 11E of our Sale of Securities Act reads in part as follows: "No foreign or domestic corporation shall sell, or offer for sale, any of its securities to any of its employees other than those who are officers thereof, unless such corporation has received general authority from the Commission to make such sale." Pursuant to the provisions of this Section, 21 petitions were submitted to this Division, all of which met the requirements of the statute and were approved by the Commission.

Section 11 of our Sale of Securities Act reads in part as follows: "No person shall sell any security, including periodic payment plan certificates, which is to be paid for upon an instalment or partial payment plan, unless such plan has first been approved by the Commission." Pursuant to the provisions of this Section, 40 petitions were submitted to this Division, all of which met the requirements of the statute and were approved by the Commission.

This Division required reports to be filed annually by 830 corporations, companies, associations and trusts having their securities qualified for sale in this Commonwealth. These reports are examined by the accounting personnel of this Division and are retained on file for the use of the public and, in some instances, are the only reports available for public examination.

560 investment companies, or so-called investment trusts, having their securities qualified for sale in this Commonwealth, were required to file annual reports with this Division. These reports are also examined and analyzed by our accounting personnel and are open to the public for their inspection.

INVESTIGATION ACTIVITIES

During the fiscal year, the Division received several complaints from the public alleging the misuse of customers' funds, failure to deliver stock certificates, over-charge on commission rates and the sale of unqualified securities.

Investigation of these types of complaints disclosed that in most instances the volume of business and the amount of paper work caused a breakdown in the so-called "Back room operations" in certain houses. This condition for the most part has been corrected.

Other alleged violations of the Securities Act have been investigated and disposed of to the satisfaction of all parties concerned or are in the process of being investigated by this Division.

Section 20 of Chapter 110A of the General Laws states that "The commission shall investigate all complaints as to the sale of fraudulent securities or the fraudulent sale of securities or the violation of any of the provisions of this chapter which shall be referred to it, and shall report such violations to the attorney general if it considers the public interest so requires." In this connection the Commission voted to send two complaints to the Attorney General's Office and such complaints are in the process of further investigation by that office.

SECURITIES LAW REVISION

Just one year ago a special Advisory Commission to recommend changes in the Commonwealth's laws relating to the promotion and sale of securities, was named by His Excellency Governor Francis W. Sargent. This Commission, after a study, has recommended that the Uniform Securities Act be adopted and as a result the Governor filed House Bill No. 5184 "An Act Establishing the Uniform Securities Act". At the preparation of this report the proposed legislation is still under consideration at the current session of the General Court.

CONCLUSION

No Securities Law, however well designed, can be better than its administration.

This Division is a small agency of the State Government in terms of its budget and personnel and during the past three fiscal years has operated under difficult conditions involving a very heavy workload. The Division has concentrated its efforts on trying to stop at the source any type of security issue that would tend to work a fraud upon the investing public.

The Division has a close working relationship with the United States Securities and Exchange Commission, the National Association of Security Dealers, the Boston Stock Exchange and other State Regulatory Agencies. The Division expresses its appreciation to these Agencies for their cooperation with this Division in regulating the promotion and sale of securities.

DIVISION OF RATES AND RESEARCH

During the fiscal year (July 1, 1970 to June 30, 1971) the various utilities and/or common carriers filed with the Division, Tariffs, Schedules and Contracts, in the number and to the extent indicated below:

Railroads (Freight and Passenger)	953
Gas and Electric	488
Bus and/or Street Railway	79
Steamship	0
Water	7
Aircraft (Freight and Passenger)	3
Telephone	58
Railway Express Agency	11
Western Union	2
Motor Truck (Examined and Accepted)	3908
(Examined and Rejected)	479
Annual Reports	2933

In addition to the filings shown above, the Division received, examined and issued formal orders on 156 Petitions seeking a waiver of the statutory filing requirements or of Department rules governing the filing of tariffs.

During the same period, approximately 749 informal conferences were held on rate matters with various officials or representatives of common carriers and other utilities.

Also during this time, the Division received numerous complaints and inquiries regarding rate matters from the utility companies and from customers of the various utility companies. Since most of these inquiries and complaints are received by telephone, and this cannot be considered as official, no count or record is kept. If the personnel of this Division are unable to handle such complaints because of the need for investigation then said complaints are referred to those Divisions which have personnel to make said investigation.

With regard to the Annual Motor Carrier of Property Reports which are required under D.P.U. 13773 to be filed on or before April 30th of each year, the personnel of the Division prepared for mailing approximately 3,200 of the required forms during the month of January. A survey, taken during the

month of June 1971, revealed that carriers in the number of five hundred (500) had not filed said reports in compliance with D.P.U. 13773. As a result, the Division is forwarding "delinquent notices" to said carriers, advising that if said report is not filed within two (2) weeks the matter will be put into the hands of the Attorney General of the Commonwealth.

Also during this period, the Division prepared and mailed to all tow car operators, forms for the filing of an Annual Report by such carriers performing towing upon the order of the police or other public authority as required under Chapter 469 of the Acts of 1970. Forms were mailed to approximately five thousand (5,000) such carriers. Said reports were to be filed by March 31st. A survey, conducted in May 1971, revealed that approximately two thousand (2,000) carriers had not complied. Delinquent notices were sent to these carriers advising that if they did not comply the matter was to be referred to the office of the Attorney General.

The Division is continuing its survey of Common Carrier tariff filings with respect to said tariffs complying with the rules and regulations of the Department. As a result of this survey, a number of carriers have now brought their tariff filings into compliance with the rules and regulations of the Department. Also, proper posting of tariff supplements is now being done on all tariff filings, especially Agency filings.

During the year, the Division collected fees for the filing of certain documents in the amount of \$32,532.35.

TELEPHONE AND TELEGRAPH DIVISION

The Commonwealth of Massachusetts is served by the following nine (9) telephone companies; with over 99% by the New England Telephone and Telegraph Company:

* Business & Professional Men's Exchange, Inc.

- Columbia & Rensselaer Telephone Company

Granby Telephone and Telegraph Company

Elizabeth Islands Telephone Company

*Massachusetts - Connecticut Mobile Telephone Company

New England Telephone and Telegraph Company

*North Shore Communications, Inc.

*Ram Broadcasting of Massachusetts, Inc.

Richmond Telephone Company

* (The above miscellaneous radio carrier, by virtue of interconnection with land line carriers, thereby giving a through service of radio and telephone, becomes an operating telephone company under the jurisdiction of the Department.)

As of June 30, 1971 there were 3,556,208 telephones in Massachusetts, representing an increase of 106,079 telephones over the previous year ending June 30, 1970. (These figures pertain only to the New England Company, excluding the other eight (8) companies which combined approximately only 3,000 telephones), broken down as follows:

	<u>June 30, 1971</u>	<u>June 30, 1970</u>	<u>Increase</u>
Residence Main	1,747,554	1,704,540	43,014
Business Main	298,215	289,793	8,422
Total Main Telephones	2,045,769	1,994,333	51,436
Residence Extensions	738,513	703,523	34,990
PBX & Business "	771,926	752,273	19,653
Total Telephone "	1,510,439	1,455,796	54,643
Total Telephones	3,556,208	3,450,129	106,079

Total Telephone subscribers (terminal) 2,143,044 an increase of 142,123 over the preceding year.

During this period there were 3,893 formal complaints made to the division for assistance relative to telephone and telegraph matters which required special research and investigation, with detailed written reports made on all such complaints. Many informal inquiries were also made to the Director and personnel of the division. (It is estimated that for every formal complaint documented, there were at least five telephone inquiries which were handled with assistance but not documented). There was an increase of 317 complaint investigations over the previous year.

In order to enlighten the Commission of the urgent need for additional help within this division, I would like to submit the breakdown of the volume of complaints received over the past few years:

<u>Period</u>	<u>Complaints Received</u>	<u>Increase Over Previous Year</u>
July 1, 1964 - June 30, 1965	867	
July 1, 1965 - June 30, 1966	1,020	153
July 1, 1966 - June 30, 1967	1,122	102
July 1, 1967 - June 30, 1968	1,865	743
July 1, 1968 - June 30, 1969	2,562	697
July 1, 1969 - June 30, 1970	3,576	1,014
July 1, 1970 - June 30, 1971	3,893	317

MONTHLY BREAKDOWN AS TO VOLUME OF COMPLAINTS RECEIVED

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1964	-	-	-	-	-	-	67	58	83	75	49	69
1965	68	77	85	71	59	106	79	83	90	88	78	72
1966	88	68	86	67	81	140	121	110	86	85	95	85
1967	84	75	72	84	97	128	157	176	160	151	141	146
1968	177	150	158	132	133	184	233	217	231	285	191	207
1969	248	185	183	225	166	191	398	308	356	317	258	334
1970	275	334	257	209	231	319	347	239	424	415	314	322
1971	318	343	376	268	222	305						

A summary of the greatest number of complaints and requests for investigation of telephone service follows:

Delayed Installation of Service	1,313
Busy Circuits, Delayed Dial Tone, Line Dead or Out of Order	1,222
Failure to Receive Incoming Calls	165
Disconnections and Threatened Disconnection of Service	395
Deposit Protests and Request for Refund	110
Billing Complaints/Tariff Charges	231
Regrades/Number change/Etc.	75
Pole, Cable and Wire Complaints	39
Service in General (there were also 236 people that wished to be registered with no formal complaint)	119
Transmission Problems (Noise, Static and Cross-talk)	90
Threatening, Obscene and Annoyance Calls	23
Calling Area and Boundary Complaints	28
Directory Listings, Intercept and Yellow Page Complaints	163
Message Unit Complaints	30
Equipment failures/changes, etc.	31
Telephone Company Operational Procedures (bill collection method, etc.)	29
Poor Repair Service	18

During this period the Telephone Company notified the division of 175 "major trouble reports" (cable breaks, etc.

During this period there were many tariff changes, which should give an improved telephone service. Some of the more important changes were:

The introduction of rates and charges for a new 100 series DATA-PHONE Data Set which can send and receive data information on outgoing calls only.

The introduction of rates and charges for a manual Panel Type-Security Telephone for use with private line or private branch exchange services at an indoor location at which direct communication, by the public, with a central point is desired.

The introduction of rates and charges for a connecting arrangement to terminate, without connection to the exchange and message toll network, a line from a customer provided communications system in a Telephone Company provided key telephone.

The expansion of the TOUCH-TONE Service offering to include furnishing TOUCH-TONE Service associated with Student Centrex Service at Educational Institutions at Residence Main Telephone Exchange Service TOUCH-TONE rates.

The classification of Farm Interphone Systems as obsolete equipment unavailable for new installations.

The introduction of unlimited one-party residence service to customers in the Central Exchange served from the Central office building at 6 Bowdoin Square.

The introduction of a rate and regulations to allow customers of a Miscellaneous Common Carrier Mobile radio system to interconnect with facilities of the Telephone Company on a measured service basis.

The introduction of rates and charges for a new 1800 bits per second 200 Series DATA-PHONE Data Set for the transmission of data

only without alternate voice capability.

This new service offering will result in a monthly unit savings of \$15.00 to existing customers who choose this arrangement. The anticipated revenue decrease as a result of this will be offset with the new demand for this data set.

The modification of the joint user service tariff offering to permit the Company to provide joint use of its exchange telephone terminal facilities on a basis similar to that which is available to a customer when he provides his own terminal apparatus.

The elimination of the VHF Maritime Service offering.

The modification of the regulations relating to Customer-Provided Communications Systems that provides for connection to Exchange and WATS services on the customer's premises where either the Exchange or WATS services or the customer-provided communication system is utilized for the origination or termination of communications without reference to the frequency of such communications.

There will be no revenue effect as a result of this filing.

The introduction of regulations, rates and charges for Trunk Multiplying Arrangements.

A revised schedule for the elimination of two-party measured residence service and two-party Suburban Service in certain exchanges and localities.

BOUNDARY CHANGES BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

CENTRAL EXCHANGE	AND	ROXBURY EXCHANGE
MILLERS FALLS	AND	ORANGE
ACTON	AND	MAYNARD
LEE	AND	OTIS
BERLIN	AND	NORTHBORO
ATTLEBORO	AND	NORTH ATTLEBORO
NORTH ATTLEBORO	AND	SOUTHGATE
FRAMINGHAM	AND	NATICK
FRAMINGHAM	AND	SUDBURY
BROCKTON	AND	ROCKLAND

UNLIMITED METROPOLITAN SERVICE (offered as an optional service
in the following exchange):

BEVERLY

RECLASSIFICATION OF MAIN TELEPHONE EXCHANGE SERVICES TO THE
NEXT HIGHER RATE GROUP IN THE FOLLOWING EXCHANGES:

AMHERST	REHOBOTH
FRANKLIN	SOUTH BOSTON
HARWICH	WELLFLEET
LEE	WILMINGTON
MARLBORO	SHARON (Rate Group 2 to 4)
FOXBORO	BARRE
GILBERTVILLE	WINCHENDON

NORTH READING (Rate Group 3 to 5)	STOCKBRIDGE
WEST STOCKBRIDGE	CATAUMET
OSTERVILLE	SAGAMORE

EXTENDED LOCAL SERVICE BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

SHARON	-	CANTON
SHARON	-	STOUGHTON
SHARON	-	WALPOLE
FOXBORO	-	NORTH ATTLEBORO
FOXBORO	-	WRENTHAM
GILBERTVILLE	-	BARRE
GILBERTVILLE	-	NORTH BROOKFIELD
NORTH BROOKFIELD	-	BARRE
NORTH BROOKFIELD	-	GILBERTVILLE
WINCHENDON	-	FITZWILLIAM, N.H.
WINCHENDON	-	GARDNER
ASHBY	-	ASHBURNHAM
NORTH READING	-	LAWRENCE
TYNGSBORO	-	PEPPERELL
WESTFORD	-	TYNGSBORO
WESTFORD	-	LITTLETON
BARRE	-	GILBERTVILLE
BARRE	-	NORTH BROOKFIELD
CONCORD	-	WESTFORD
WINCHENDON	-	ASHBURNHAM
WINCHENDON	-	ATHOL
WINCHENDON	-	TEMPLETON

ASHBY	-	TOWNSEND
NORTH READING	-	ANDOVER
NORTH READING	-	DANVERS
NORTH READING	-	LYNNFIELD
NORTH READING	-	WILMINGTON
LEE	-	LENOX
STOCKBRIDGE	-	LEE
STOCKBRIDGE	-	LENOX
CARVER	-	WAREHAM
OSTERVILLE	-	FALMOUTH
SAGAMORE	-	BARNSTABLE
SAGAMORE	-	MANOMET
WEST STOCKBRIDGE	-	GREAT BARRINGTON
WEST STOCKBRIDGE	-	HOUSATONIC
WEST STOCKBRIDGE	-	STOCKBRIDGE
OSTERVILLE	-	CATAUMET
OSTERVILLE	-	SAGAMORE
SAGAMORE	-	CATAUMET

DISCONTINUANCE OF FOUR PARTY RESIDENCE SERVICE OFFERINGS
IN THE FOLLOWING TELEPHONE EXCHANGES:

DIGHTON

LOWELL

SPENCER

SOUTHGATE

VINEYARD HAVEN

LUNENBURG

MANOMET

SOUTHWICK

WESTMINSTER

BARNSTABLE

BUZZARDS BAY

PLYMOUTH

STERLING

BLACKSTONE

MARSHFIELD

GROTON

This service will no longer be offered for new installations in these exchanges, but present customers may continue at existing locations.

BAY STATE SERVICE (offered as an optional service in the following exchanges)

COHASSET

MARSHFIELD

SCITUATE

PALMER

SHEFFIELD

WILLIAMSTOWN

DUXBURY

EAST BRIDGEWATER

LOWELL

STOCKBRIDGE

CIRCLE CALLING SERVICE (offered as an optional service in the following exchanges:

EAST BRIDGEWATER

PRINCETON

STOCKBRIDGE

PALMER

SHEFFIELD

LOWELL

STATUS OF "911 EMERGENCY TELEPHONE SERVICE" WITHIN THE COMMONWEALTH

"911 service was made available in the City of Springfield, Massachusetts in April, 1969. It was the first municipality in the state to have the service and the second largest in the United States at that time.

The following seven (7) cities and towns now have the "911 emergency service in effect:

Amherst	Mattapoisett	Springfield	Worcester
Dalton	Southwick	Westfield	

A Firm Order has been received from the following sixteen (16) cities and towns in "911 service:

Boston	Groveland	Middleboro	Southbridge
Clinton	Hamilton	New Bedford	Wenham
Easton	Haverhill	Quincy	Woburn
Framingham	Medfield	Randolph	Wrentham

In the following communities active discussion is underway with the appropriate public agencies looking toward possible implementation of the service:

Amesbury	Grafton	Methuen	Northampton
Ashland	Holbrook	Millbury	Peabody
Auburn	Hopkinton	Needham	Salem
Berlin	Hull	Newbury	Shrewsbury
Bolton	Lancaster	Newton	Topsfield
Brookline	Lawrence	Norfolk	Wayland
Danvers	Leominster	North Andover	Westboro
Fitchburg	Marblehead	North Reading	

During the fiscal year ending June 30, 1971, the Division had a total of 3,893 complaint investigations with 1,837 being conducted during the first six (6) months of 1971. Comparing these figures with 1964, for a similar period, there shows a total of 417 such investigations, all with detailed written reports having been submitted and a matter of record. These figures reveal an increase in the work-load of the Division of 400% from 1964 to 1971. The 400% increase in complaints does not include the continuous telephone calls that are not recorded; only complaints which are ultimately investigated are made part of the physical record. There are an average of five (5) telephone calls received in which general information is sought, for every complaint or request for investigation received.

ENGINEERING DIVISION

Rules and Regulations relating to the Engineering Division:

D.P.U. 1073-C: requires the filing of reports to the Department where there is a fatality or substantial property damage caused by gas or electricity.

D.P.U. 4980: requires the filing of schedules of additions, betterments and retirements to plant and general equipment accounts by the various utility companies.

D.P.U. 12769: regulates the building of ways over the pipelines of natural gas transmission companies.

D.P.U. 11725-E: regulates natural gas distribution companies.

D.P.U. 9734-B: regulates natural gas transmission companies.

Chapter 370, Acts of 1963: as amended by Chapter 403 of the Acts of 1968, requires contractors and others to notify the local utility company before digging in the streets. Utility companies are required to file monthly reports to the Division concerning breaks in their facilities in the streets.

Monthly Reports required by the Engineering Division

1. Odorization reports from gas transmission and distribution companies.

2. Number of fire valves installed by each gas utility company or municipal gas department.

3. Number of gas meters tested each month by each gas company or municipal gas department.

4. Number of gas meters tested by the Department.

5. System voltage reductions as they occur.

6. System load shedding.

7. Electrical outages of 200 or more customer outage hours.

8. Number of breaks in gas company facilities in the streets reported monthly.

9. Periodic reports of gas main construction as required by D.P.U. 11725-E.

10. Such other statistical information as required by the Department from time to time.

During the fiscal year, the Engineering Division examined the schedules of additions, betterments and retirements to plant and general equipment accounts of the following companies in accordance with D.P.U. 4980:

Athol Gas Company
Boston Edison Company
Brockton Edison Company
Brockton Taunton Gas Company

Buzzards Bay Gas Company
Cambridge Gas Company
Central Massachusetts Gas Company
Fall River Gas Company

Lawrence Gas Company
Lynn Gas Company
Mystic Valley Gas Company
New Bedford Gas and Edison Light Company

New England Power Company
North Shore Gas Company
Northampton Gas Company
Norwood Gas Company

Wachusett Gas Company
Worcester Gas Light Company

The following municipal light departments were inspected and reports written relating to their petitions for increases in the rate of depreciation:

Boylston
Braintree
Concord
Danvers

Hingham
Hudson
Littleton
Middleboro

Paxton
Peabody
Reading
Sterling

Wakefield
West Boylston

D.P.U. 11725-E requires Department approval of gas main installations over, under or in bridges by all Massachusetts gas companies. The following such installations were approved by the Department after examination of the installation plans for compliance with the Department's regulations.

24" steel gas main in Lynn by Lynn Gas Company
3" steel gas main in Fall River by Fall River Gas
Company
12" steel gas main in Southboro by Worcester Gas
Light Company
6" steel gas main in Essex by Haverhill Gas Company
6" steel gas main in Easthampton by New England electric
System gas companies
6" steel gas main in Hingham by Boston Gas Company
8" steel gas main in Swansea by Fall River Gas Company
8" steel gas main in Somerset-Swansea by Fall River
Gas Company
24" gas main in Saugus by New England Electric System
Gas Companies
16" gas main in Dorchester by Boston Gas Company
20" gas main in East Boston by Boston Gas Company
4" gas main in Yarmouth by Buzzards Bay Gas Company
4" gas main in Topsfield by Haverhill Gas Company
8" steel gas main in West Springfield by Springfield
Gas Light Company

A copy of the approval letter is forwarded to the Massachusetts Department of Public Works in each case of a bridge under their jurisdiction.

Pipeline Certifications

In accordance with the requirements of D.P.U. 11725-E, the Department requires that gas mains to be operated at a pressure of 150 psig to 200 psig shall be air tested or hydrostatically tested for tightness. X-rays of welded joints are inspected and methods of construction examined for compliance with the Department's regulations. The following pipelines were certified during the past fiscal year.

17,400 feet of 12" gas main installed at Ludlow by the Springfield Gas Light Company.

8,400 feet of 6" gasmain installed at Ayer by the Boston Gas Company.

4,400 feet of 6" gas main installed at Groton by Boston Gas Company.

4,000 feet of 4" gas main installed at Boxboro by the Boston Gas Company.

7,004 feet of 8" gas main installed at Braintree by the Boston Gas company.

Atomic Energy

Members of the Engineering Division staff made periodic checks of the plant and progress of construction of atomic electric generating plants in Maine, Vermont, Connecticut and Massachusetts.

It should be noted that the utility companies in Massachusetts have a financial interest in each of the foregoing atomic electric plants.

Therefore, this Division, in conjunction with the Accounting Division, must make the same examination of plant for financing purposes as is required by D.P.U. 4980 for all Massachusetts utility companies.

Gas Codes and Standards
(D.P.U. 11725
and
D.P.U. 9734)

Members of the Division held regular meetings during the year of a committee working on updating and revising the Department's gas distribution standards including regular meetings of a special committee working on the Department's regulations for liquefied natural gas plants.

Held regular meetings during the year of a committee updating and revising the gas appliance code.

Attended a conference with members of the New York Public Service Commission re: regulations of the Federal Department of Transportation for transmission and distribution companies.

Held conferences re: installation of plastic mains and service systems in gas distribution systems.

Held conferences with testing laboratory re: welding standards for pipelines.

Attended meetings of the Federal Department of Transportation re: gas safety rules.

At Washington, D.C testified before the Department of Transportation Office of Pipeline Safety re: gas transmission code with particular reference to the odorization of pipelines.

Held conference with manufacturer of plastic pipe re: pipe characteristics and technical questions regarding inclusion in revised gas distribution code.

Gas Inspections, Conferences, etc. relating to Liquid Natural Gas

Made regular inspections of progress of construction including examination of X-rays of welds for Boston Gas Company liquefied natural gas facility at Commercial Point, Boston.

At Fall River Gas Company, made regular inspections of progress of construction of their liquefied natural gas plant including examination of welds per D.P.U. 11725-E.

Study, preparation of Department order and conferences relating to construction of liquid natural gas facilities at Hopkinton by the Worcester Gas Light Company including conferences in allowable sound levels.

At Yarmouth, examined progress of construction of Buzzards Bay Gas Company's liquid natural gas facility including examination of X-rays of pipe welds.

At Acushnet, inspection of progress of construction and examination of x-rays of pipe welds on New Bedford Gas and Edison Light Company's LNG facility.

At Lynn, examined progress of construction of Lynn Gas Company's LNG facility including examination of x-rays of welds as required by Department regulations.

Made regular inspections of progress of construction of LNG facilities in the City of Everett (Distrigas) including examinations of x-ray films of welds and conferences re: safety precautions to be taken in and around the plant.

Held conference with Brockton Taunton Gas Company re: technical matters re: proposed LNG facilities to be constructed by that company in the town of Marshfield.

Held conferences with representatives of Chicago Bridge and Iron Company re: technical questions re: LNG plant construction.

Made regular weekly inspections of X-ray films of welds and inspected construction at Easton LNG facility of Brockton Taunton Gas Company under construction.

Gas Inspections, Conferences, Investigations, etc.

Examined various plans for gas piping and facilities in state owned buildings (state colleges, hospitals, medical schools, etc.) for compliance with gas safety rules and regulations. Rendered technical assistance where required. Held conferences with engineers, architects, etc. as required.

Held conferences throughout the year with contractors and gas company personnel re: breaks in utility company facilities in the streets and discussed ways and means of avoiding such incidents in the future.

Made inspections of proposed road crossings over high pressure gas mains for compliance with the Department's regulations in D.P.U. 12769. In each case a visual inspection was made of the site accompanied by a representative of the gas transmission company and engineers from the developing firm.

At Hyannis, held conference with gas distribution company, gas inspector, fire chief and others relating to propane explosion and made recommendations as to ways and means to insure safety.

At Methuen examined radiant heating installation for compliance with gas safety rules.

Continued survey of gas meter testing programs of Massachusetts gas companies.

At Pittsfield, held conference with gas company and other interested personnel re: causes of gas explosion.

At Amherst (University of Massachusetts) made periodic inspections of gas fired scientific equipment for safe operation and rendered technical assistance as required.

At various points in the State, examined gas heating installations in state owned skating rinks for safe installation of equipment and compliance with gas regulations.

At Boston Museum of Fine Arts checked exhibits using specially designed gas fired apparatus and recommended ways to insure safe operation.

At Lee, made inspection of gas fired equipment in industrial plant and checked piping system to insure compliance with gas safety regulations.

Tested new design fire valves for compliance with the Department's standards.

At Blackstone Gas Company held conference re: gas piping requirements, etc.

Held conference with Haverhill Gas Company re: building of certain gas facilities to insure compliance with the Department's gas distribution code.

At Winchendon, examined site and tested equipment involved in explosion. Held conference with State Department of Public Safety and others regarding probable causes.

At Fitchburg, held conference re: use of plastic pipe for gas mains and services.

Made inspection of gas fired equipment at Norwood school and made recommendations to insure safe operation and compliance with gas safety regulations.

Held conference re: regulations involving gas equipment installed in mobile homes to insure the public safety.

Held conference re: jurisdictional conflict between Lynn gas inspector, building inspector and others including Attorney General re: authority over gas installations in the city of Lynn.

At Fitchburg, held conferences with Fitchburg Gas and Electric Light Company re: operation of industrial gas fired equipment and made inspection of same to insure safe operation.

At Readville, examined gas fired industrial equipment for safe operation and rendered technical assistance upon request.

At Amherst, inspected gas piping per conversion of building at University of Massachusetts campus to natural gas from propane. Checked construction, etc. for compliance with state standards.

At Middleboro examined X-rays of welds in connection with gas pipeline construction.

At Northampton inspected gas facilities at Chronic Disease Hospital for compliance with gas regulations.

At Longmeadow inspected gas equipment involved in fire at the request of the local gas inspector.

At Berkshire Gas Company held conference with officials re: fire caused by gas escaping from main broken by contractor.

At Berkshire Gas Company to investigate petition re: master metering arrangements at housing development for compliance with the state regulations.

At Northampton, witnessed and approved pressure test on high pressure gas main per Department's transmission regulations.

At East Longmeadow, inspected Springfield Gas Company propane plant.

At Agawam, inspected operation of gas fired equipment at request of the local gas inspector.

At Hopedale, held conference with fire chief, gas inspectors and others re: safety rules and regulations relating to propane storage.

At Hyannis, made inspection of operation of gas fired equipment at shopping center for safe operation and for compliance with gas safety standards.

At Boxford, inspected operation of gas fired equipment at regional school for safe operation and for compliance with safety standards.

At Weymouth, inspected operation of gas fired equipment at Naval Air Station including CO tests and rendered technical assistance as required.

At Fitchburg, held conference with Fitchburg Gas Company and others re: welding standards on pipelines.

At Sturbridge, witnessed pressure test on pipeline of Tennessee Gas Pipeline Company per D.P.U. 9734 and approved same.

At Springfield Gas Company, discussion of technical questions re: propane plant and inspected proposed site at East Longmeadow.

At Brewster, inspection of operation of gas fired kiln for compliance with safety standards.

At Norwood, inspected gas piping and equipment at housing development for compliance with safety rules and conferred with local officials.

At Hyannisport, inspected gas fired equipment in factory for compliance with safety standards and conferred with local officials re: technical questions.

At Cape Cod Community College inspected gas fired equipment and held conference with local officials re: technical questions.

At Swampscott, held conference with the gas inspector re: technical questions relating to gas equipment and inspected same in operation.

At Northampton held conference re: technical problems relating to the use of dual fuels.

At Randolph and Freetown, examined sites of proposed construction of gas transmission lines for compliance with the Department's regulations in D.P.U. 12769.

Held conference for discussion of policy with relation to gas installations in mobile homes.

Compiled data relating to gas emergency load relief plans as requested by the Federal Power Commission.

At Hyannis, held conference with the gas company, fire chief, gas inspector and others re: propane explosion and made recommendations as to ways and means to insure safety practices.

Held conference with the New York Public Service Commission re: natural gas regulations.

At Methuen, examined radiant heaters for compliance with safety rules.

Held conference re: installation of plastic mains and services on gas distribution systems.

Made inspections of proposed road crossings over high pressure gas transmission lines for compliance with the Department's regulations in D.P.U. 12769.

Examined plans for gas piping and facilities in state owned buildings for compliance with gas safety regulations and gave technical advice as required.

At Brockton, examined gas facilities at regional school and conferred with gas inspector and rendered technical assistance.

At Easthampton, inspected proposed road crossings over Tennessee Gas Pipeline Company high pressure gas mains to insure compliance with D.P.U. 12769.

At Fitchburg examined equipment in industrial building for safe operation and rendered technical assistance upon request.

At Princeton, examined gas equipment involved in explosion and held conference as to possible causes.

Conferred with officials representing eight gas companies on the subject of gas availability and acceptance of new customers.

Attended seminar on liquid natural gas storage, manufacture and related matters.

Attended Annual Meeting of New England Gas Association which included conferences on various matters relating to gas distribution companies, safety practices, etc.

At Marshfield, held conference with the gas inspector and inspected operation of gas fired equipment and rendered technical assistance to insure safe operation.

Examined several gas fired kilns, held conferences with gas inspectors and made recommendations to insure safe operation.

Examined plans showing gas installations in various skating rinks operated by the Metropolitan District Commission to insure compliance with safety regulations.

At Plymouth, examined gas fired equipment being used in nursing home for safe operation and rendered technical assistance to insure safety of operation.

At Pittsfield, conferred with gas inspector and examined gas facilities involved in explosion.

At Adams examined gas fired industrial equipment for safe operation, held conference with gas inspector and rendered technical assistance upon request.

At Athol, examined equipment involved in gas explosion at request of the State Department of Public Safety.

Electrical Engineering Conferences, etc.

Members of the Engineering Division staff:

Attended NEPEX Planning Committee Meetings in Westboro.

Attended meeting with Brayton Point Technical Advisory Committee composed of state and federal agencies.

Supplied the Federal Power Commission with electric emergency load relief plans.

Conducted investigation of fatal electrical accident, reconstructed probable sequence of events and wrote report.

Attended meetings of Northeast Power Staff Committee and Northeast Power Coordinating Council.

Members of the Division also attended meetings of the Operations Committee and Planning Committee - part of the New England Power Pool.

Examined proposed right of way for proposed electric transmission lines for Boston Edison Company.

Conferred with electric utilities and REMVEC supervisors re: southeastern electrical outage; attended hearing on same subject, wrote preliminary report and examined relay facilities responsible for the outage.

Held conferences with representatives of Brockton Edison Company re: breaks in company facilities caused by contractors excavating in the streets.

Attended regular monthly meetings of utility company accounting group for discussion of accounting practices and procedures.

Attended meeting of Northeast Power Staff Committee in New York with representatives from all New England states and New York.

Attended NEPOOL working committee meetings in Westboro.

Attended meetings of NEPEX operations committee in Northfield.

Attended Department of Public Health Department hearing re: variance for Boston Edison Company so as not to comply with new regulations required by that Department re: use of low sulphur content oil.

Prepared data for Governor Sargent re: problems at Brayton Point Plant.

Inspected operations at Northfield Pumped Storage Plant.

Inspected typical underground residential distribution (URD) system in Boston Edison Company territory.

Attended meeting with U.S. Corps of Engineers re: status of Dickey-Lincoln hydro-electric project.

Formulated policy to require electric utilities to report on all cases of contractor failure to give prior notice before digging in the public ways.

Public hearings

The following public hearings were presided over by members of the Engineering Division staff, reports written and Department orders drafted:

Public Convenience and Necessity

D.P.U. 16929	Mass. Electric Company	Sturbridge, etc.
D.P.U. 16912	New Bedford Gas & Edison Light Co.	Plympton, etc.
D.P.U. 16915	New England Power Co.	West Boylston, etc.
D.P.U. 16893	Boston Edison Company	Somerville
D.P.U. 16847	Brockton Edison Company	Brockton
D.P.U. 16711	Mass. Electric Company	Gloucester
D.P.U. 16708	New England Power Company	Winchendon
D.P.U. 16709	Massachusetts Electric company	Easthampton
D.P.U. 16610	New England Power Company	Weymouth
D.P.U. 16628	New Bedford Gas & Edison Light Co.	Acushnet, etc.
D.P.U. 16630	New Bedford Gas & Edison Light Co.	Acushnet, etc.
D.P.U. 16964	Mass. Electric Company	Melrose
D.P.U. 17038	Fitchburg Gas and Elec- tric Light Co.	Fitchburg

Public hearings, continued

Exemptions from Zoning

D.P.U. 15928	Mass. Electric Company	Sturbridge, etc.
D.P.U. 16914	New Bedford Gas & Edison Light Co.	Plympton etc.
D.P.U. 16913	New Bedford Gas & Edison Light Co.	Kingston, etc.
D.P.U. 16867	Canal Elec. Co. & Montaup Electric Co.	Sandwich
D.P.U. 16880	Boston Edison Co.	Maynard-Sudbury
D.P.U. 16905	Mass. Electric Co.	Medford
D.P.U. 16907	Mass. Electric Co.	Medford
D.P.U. 16909	Mass. Electric Co.	Danvers
D.P.U. 16848	Brockton Edison Co.	Brockton
D.P.U. 16764	Boston Edison Co.	Sherborn
D.P.U. 16702	New England Power Co.	Saugus
D.P.U. 16712	Mass. Electric Co.	Gloucester
D.P.U. 16710	Mass. Electric Co.	Easthampton
D.P.U. 16699	Boston Edison Co.	Waltham
D.P.U. 16608	New England Power Co.	Weymouth
D.P.U. 16648	Haverhill Gas Company	Haverhill
D.P.U. 16629	New Bedford Gas & Ed. Lt. Co.	Fairhaven
D.P.U. 16651	New Bedford Gas & Ed. Lt. Co.	Fairhaven, etc.
D.P.U. 16631	New Bedford Gas & Ed. Lt. Co.	Mattapoisett
D.P.U. 16965	Mass. Electric Co.	Melrose
D.P.U. 16966	Mass. Electric Co.	Melrose
D.P.U. 16957	Cape & Vineyard El. Co.	Mashpee
D.P.U. 16959	Cape & Vineyard El. Co.	Barnstable, etc.
D.P.U. 17005	Boston Edison Co.	Maynard
D.P.U. 17037	Lowell Gas Co.	Wilmington
D.P.U. 16994	Mass. Electric Company	Swampscott
D.P.U. 16993	Mass. Electric Company	Westford
D.P.U. 17012	Montaup Electric Company	Swansea
D.P.U. 17040	Fitchburg Gas & El. Lt. Co.	Fitchburg
D.P.U. 17039	Fitchburg Gas & El. Lt. Co.	Fitchburg

Public Hearings, continued

Approval of Locations

D.P.U. 16932	Boston Edison Company	Boston
D.P.U. 16948	Boston Gas Company	Quincy
D.P.U. 16872	Algonquin Gas Trans. Co.	Freetown
D.P.U. 16880	Boston Edison Company	Maynard-Sudbury
D.P.U. 16906	Mass. Electric Company	Medford
D.P.U. 16908	Mass. Electric Company	Danvers
D.P.U. 16910	Mass. Electric Company	Danvers
D.P.U. 16853	Boston Edison Company	Boston
D.P.U. 16752	Boston Edison Company	Boston
D.P.U. 16774	Boston Edison Company	Boston
D.P.U. 16701	New England Power Company	Revere
D.P.U. 16680	Boston Gas Company	Boston
D.P.U. 16725	Boston Gas Company	Somerville
D.P.U. 16700	New England Power Company	Boston
D.P.U. 16714	Boston Edison Company	Boston
D.P.U. 16970	Boston Gas Company	Newton
D.P.U. 16896	New England Tel. & Tel. Co.	Malden

Public hearings, cont'd

LNG Construction and Storage (and Propane Processing and Storage)

D.P.U. 16930 - Brockton Taunton Gas Company	Easton
D.P.U. 16829 - Distrigas	Everett
D.P.U. 16036 - Brockton Taunton Gas Company	Marshfield
D.P.U. 16613 - Mystic Valley Gas Company	Malden
D.P.U. 16519 - Worcester Gas Light Company	Hopkinton

Eminent Domain

D.P.U. 16887 - Tennessee Gas Pipeline Company	Sudbury-Carlisle
D.P.U. 16958 - Cape and Vineyard Electric Co.	Barnstable, etc.
D.P.U. 16784 - New England Power Company	Ayer

Public Hearings, continued

Miscellaneous

- D.P.U. 16900 - Investigation by the Department
into Southeastern Massachusetts
Power Failure
- D.P.U. 16867 - Canal Electric Company and Montaup
Electric Company petition to carry on
business in the town of Sandwich.
- D.P.U. 17011 - Montaup Electric Company. Petition re:
relocation of facilities in the town of
Swansea.
- D.P.U. 16617 - Central Massachusetts Gas Company
(in Southbridge) (propane storage)
- D.P.U. 16616 - Norwood Gas Company
(in Norwood) (propane storage)
- D.P.U. 16615 - Wachusett Gas Company
(in Leominster) (propane storage)
- D.P.U. 16614 - Northampton Gas Company
(in Northampton) (propane storage)
- D.P.U. 16613 - Mystic Valley Gas Company
(in Malden) (propane storage)

WATER

During the past fiscal year the Department conducted the following investigations, studies, pressure surveys, etc. relating to water companies under its jurisdiction:

At Dalton, attended meeting with the Chairman of the Board of Selectmen and a representative of the Fire District with regard to the adequacy of water supply of the New Junction Water Company for fire protection.

At Stockbridge held conference with the Superintendent of the Stockbridge Water Company re: the company's petition for an increase in rates.

At Housatonic Water Company inspected status of proposed improvements in the company's filterplant.

At Westhampton, investigated complaints of poor water pressure in the company's distribution system.

At Bondsville (Palmer) inspected the general condition of the Bondsville Water Company distribution system.

At Cheshire relocated water pressure recording instruments as part of a pressure survey of the company's distribution system.

At Palmer, held a conference with the Board of Selectmen re: the status of negotiations to acquire the Bondsville Water Company.

At West Stockbridge, held conference with engineers from the water company re: petition for increased rates. Also investigated the company's water pressure levels following complaints of poor pressure.

At Pittsfield held conference with the Water Department re: Dalton Water Company including investigation of complaints of poor water pressure.

At Easthampton held conference with the engineers of the Easthampton Water Company re: problems on distribution system.

At Dalton, held conference with town officials re: water supply problems.

Gas Meter Inspection

During the past fiscal year, 169,736 gas meters were tested and inspected as required by statute. Those meters found to be registering correctly were sealed and badged as required.

One hundred sixty-seven gas meters were tested on complaint and of this number one hundred seventeen were found to be registering correctly; i.e. registering within two per cent plus or minus.

Gas Inspection

During the past fiscal year, 162 tests were made relative to heat content and odorant of the gas supplied by Massachusetts gas distribution companies. There were no violations of the legal standards.

Electric complaints

The following complaints were received and processed during the past year relating to electricity:

Billing, 630; Shut off, 232; Extensions, 91; Quality, 87; Miscellaneous, 158; Service, 17.

Gas Complaints

The following complaints were received and processed during the past fiscal year relating to gas:

Billing, 321; Shut off, 316; Extensions, 13; Supply, 16; Quality, 18; Miscellaneous, 92; Service, 29.

Gas Accidents

During the past fiscal year 128 incidents were reported to the Department relating to gas. There were no fatalities. Investigations are conducted when in the judgment of the Department they appear to be warranted.

Fees

During the past fiscal year, \$91,014.50 in fees was collected for the testing of gas meters.

MONTHLY ELECTRICAL OUTAGE REPORT
COMMONWEALTH OF MASSACHUSETTS
Department of Public Utilities - Engineering Division
1971

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
1. Number of electric companies and municipal electric departments, of over 100 ultimate customers	53	53	53	53	53	53	53	53	53				
2. Number of above reporting "reportable outages"	11	12	16	10	12	14	13	13					
3. Number of "reportable outages"	90	86	96	73	51	99	179	410					
4. Customers affected, thousands	113	382	131	111	65	157	226.7	396.1					
5. Customer-outage hours, thousands	125	508	137	121	65	108	275.5	529.8					
6. Cause of outages, per cent													
a. cable faults (UG)	26%	27%	18%	7%	10%	11%	16.7%	4.6%					
b. equipment failures	29%	20%	13%	18%	23%	9%	16.7%	6.3%					
c. car hit pole	7%	6%	10%	19%	27%	6%	8.3%	2.0%					
d. wind, storm, lightning, snow, tree limbs, ice, on overhead wires	24%	31%	39%	34%	14%	58%	55.3%	78.0%					
e. scheduled	2%	3%	6%	14%	18%	8%	1.1%	2.3%					
f. other	12%	13%	14%	8%	8%	8%	2.1%	6.8%					
7. Duration of average reportable outage, hours	1.1	1.3	1.05	1.09	1.0	0.7	1.215	1.34%					

This report summarizes outage reports as submitted by all electric companies and departments, of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages."

Total number of customers, in companies/departments of over 100 ultimate customers, in Massachusetts, as of December 31, based on bills rendered, per annual return, page 38, was

Respectfully submitted

John R. Verani

Chairman

Helen P. Ross

Robert M. Santaniello

Edward G. Seferian

Rudolph A. Sacco

Herbert E. Tucker, Jr.

Irving E. Kane

Commissioners

